



Qwest

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Executive Director – Federal Regulatory

RECEIVED

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**FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY**

February 01, 2001

Mr. William Caton,
Acting Secretary
Federal Communications Commission
445 12th Street, SW, TW-A325
Washington, DC 20554

RE: Qwest ONA Nondiscrimination Report
CC Docket No. 88-2/Phase I, CC Docket No. 96-128

Dear Mr. Caton:

Pursuant to the FCC Orders concerning Qwest ONA Plans¹, Qwest hereby submits its ONA Nondiscrimination Report for installation and maintenance for the fourth quarter of 2001.

Acknowledgement of date of receipt of this submission is requested. A duplicate of this letter is provided for this purpose.

Please contact me if you have questions.

Sincerely,

Attachment

cc: Ms. Janice Myles

¹ See In the Matter of Filing and Review of Open Network Architecture Plans Memorandum Opinion and Order, 5 FCC Rcd. 3103 (1990) and Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd. 3084 (1990). Also See In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, 11 FCC Rcd. 20541(1996).

Quarterly ONA Installation Detail Report
Qwest
 4 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Orders	158595	Average Interval	199678	Average Interval
Due Dates Missed	2964	(In Days)	4647	(In Days)
% Due Dates Missed	1.87%	3	2.33%	3
		0		0
A2 - PBX				
Total Orders	1950	Average Interval	10792	Average Interval
Due Dates Missed	43	(In Days)	307	(In Days)
% Due Dates Missed	2.21%	5	2.84%	7
		1		0
A3 - Centrex				
Total Orders	21824	Average Interval	35600	Average Interval
Due Dates Missed	559	(In Days)	926	(In Days)
% Due Dates Missed	2.56%	4	2.60%	4
		0		0
A4 - WATS				
Total Orders	41	Average Interval	885	Average Interval
Due Dates Missed	0	(In Days)	6	(In Days)
% Due Dates Missed	0.00%	3	0.68%	2
		0		0
A5 - Mobile				
Total Orders	0	Average Interval	2	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	50.00%	5
		0		0
A6 - Feature Group A				
Total Orders	8	Average Interval	127	Average Interval
Due Dates Missed	0	(In Days)	7	(In Days)
% Due Dates Missed	0.00%	1	5.51%	4
		0		3
A7 - Foreign Exchange				
Total Orders	461	Average Interval	894	Average Interval
Due Dates Missed	8	(In Days)	22	(In Days)
% Due Dates Missed	1.74%	3	2.46%	3
		0		1

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 4 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1 - Feature Group B				
Total Orders	0	Average Interval	76	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	0	2.63%	14
		0		14
B2 - Feature Group D				
Total Orders	0	Average Interval	2681	Average Interval
Due Dates Missed	0	(In Days)	98	(In Days)
% Due Dates Missed	No Activity	0	3.66%	23
		0		9
B3 - DID				
Total Orders	568	Average Interval	5910	Average Interval
Due Dates Missed	29	(In Days)	349	(In Days)
% Due Dates Missed	5.11%	12	5.91%	12
		2		1

 The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 4 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Orders	18	Average Interval	299	Average Interval
Due Dates Missed	0	(In Days)	66	(In Days)
% Due Dates Missed	0.00%	6	22.07%	9
		0		1
C2 - Packet Synchronous Access				
Total Orders	26	Average Interval	12680	Average Interval
Due Dates Missed	5	(In Days)	466	(In Days)
% Due Dates Missed	19.23%	22	3.68%	14
		6		6
C3 - Packet Asynchronous Access				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 4 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1 - Protective Alarm				
Total Orders	14	Average Interval	82	Average Interval
Due Dates Missed	6	(In Days)	7	(In Days)
% Due Dates Missed	42.86%	12	8.54%	4
		1		0
D2 - Protective Relay				
Total Orders	0	Average Interval	2	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	5
		0		0
D3 - Control Circuit				
Total Orders	0	Average Interval	2	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	2
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
4 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
E1 - Telegraph 75 Baud				
Total Orders	1	Average Interval	46	Average Interval
Due Dates Missed	0	(In Days)	11	(In Days)
% Due Dates Missed	0.00%	15	23.91%	10
		0		0
E2 - Telegraph 150 Baud				
Total Orders	0	Average Interval	3	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	33.33%	27
		0		2

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
4 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1 - Voice, Non-Switched Line				
Total Orders	0	Average Interval	112	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	No Activity	0	2.68%	13
		0		2
F2 - Voice, Switched Line				
Total Orders	15	Average Interval	765	Average Interval
Due Dates Missed	1	(In Days)	51	(In Days)
% Due Dates Missed	6.67%	12	6.67%	11
		0		3
F3 - Voice, Switched Trunk				
Total Orders	0	Average Interval	1371	Average Interval
Due Dates Missed	0	(In Days)	83	(In Days)
% Due Dates Missed	No Activity	0	6.05%	18
		0		13
F4 - Voice and Tone, Radio Land Line				
Total Orders	0	Average Interval	3	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	27
		0		12
F5 - Data, Low Speed				
Total Orders	0	Average Interval	64	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	No Activity	0	4.69%	8
		0		5
F6 - Basic Data and Voice				
Total Orders	20	Average Interval	2087	Average Interval
Due Dates Missed	0	(In Days)	112	(In Days)
% Due Dates Missed	0.00%	15	5.37%	10
		0		4
F7 - Voice/Data PSN Access Tie Trunk				
Total Orders	0	Average Interval	504	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	No Activity	0	0.99%	13
		0		12
F8 - Voice/Data SSN Access				
Total Orders	0	Average Interval	104	Average Interval
Due Dates Missed	0	(In Days)	41	(In Days)
% Due Dates Missed	No Activity	0	39.42%	24
		0		21
F9 - Voice/Data SSN Intermachine Trunk				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

Quarterly ONA Installation Detail Report

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	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F10 - Data Extension, Voice Grade				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
F11 - Voice Grade Telephoto and Facsimile				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
F12 - Protective Relay, Voice Grade				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
4 QTR 2001

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
G1 - Program Audio, 200-3500 Hz					
Total Orders	0	Average Interval	12	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	4	
		0		0	
G2 - Program Audio, 100-5000 Hz					
Total Orders	0	Average Interval	5	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	4	
		0		0	
G3 - Program Audio, 50-8000 Hz					
Total Orders	4	Average Interval	19	Average Interval	
Due Dates Missed	0	(In Days)	4	(In Days)	
% Due Dates Missed	0.00%	3	21.05%	13	
		0		2	
G4 - Program Audio, 50-15000 Hz					
Total Orders	0	Average Interval	20	Average Interval	
Due Dates Missed	0	(In Days)	3	(In Days)	
% Due Dates Missed	No Activity	0	15.00%	9	
		0		0	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 4 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
H1 - TV Channel 1 Way 15 kHz Audio				
Total Orders	1	Average Interval	55	Average Interval
Due Dates Missed	0	(In Days)	6	(In Days)
% Due Dates Missed	0.00%	5	10.91%	15
		0		2
H2 - TV Channel 1 Way 5 kHz Audio				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

4 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Orders	15	Average Interval	133	Average Interval
Due Dates Missed	0	(In Days)	9	(In Days)
% Due Dates Missed	0.00%	5	6.77%	10
		0		1
I2 - Digital Data, 2.4 kbps				
Total Orders	0	Average Interval	107	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	No Activity	0	4.67%	9
		0		1
I3 - Digital Data, 4.8 kbps				
Total Orders	0	Average Interval	32	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	9
		0		3
I4 - Digital Data, 9.6 kbps				
Total Orders	0	Average Interval	829	Average Interval
Due Dates Missed	0	(In Days)	30	(In Days)
% Due Dates Missed	No Activity	0	3.62%	11
		0		3
I5 - Digital Data, 56 kbps				
Total Orders	4	Average Interval	99	Average Interval
Due Dates Missed	0	(In Days)	8	(In Days)
% Due Dates Missed	0.00%	7	8.08%	11
		2		2

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 4 QTR 2001

<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1 - Dedicated Hicap Digital, 1.544 mbps			
Total Orders	283	Average Interval	47739
Due Dates Missed	15	(In Days)	3643
% Due Dates Missed	5.30%	19	7.63%
		2	7

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
4 QTR 2001

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
K1 - Dedicated Hicap Digital, 3.152 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
K2 - Dedicated Hicap Digital, 6.312 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
K3 - Dedicated Hicap Digital, 44.736 mbps					
Total Orders	10	Average Interval	2824	Average Interval	
Due Dates Missed	0	(In Days)	207	(In Days)	
% Due Dates Missed	0.00%	19	7.33%	20	
		0		10	
K4 - Dedicated Hicap Digital, >45 mbps					
Total Orders	236	Average Interval	612	Average Interval	
Due Dates Missed	24	(In Days)	37	(In Days)	
% Due Dates Missed	10.17%	14	6.05%	18	
		2		2	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
4 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1 - Smart PAL				
Total Orders	2164	Average Interval	3	Average Interval
Due Dates Missed	186	(In Days)	0	(In Days)
% Due Dates Missed	8.60%	11	0.00%	4
		2		0
L2 - Basic PAL				
Total Orders	912	Average Interval	3733	Average Interval
Due Dates Missed	127	(In Days)	64	(In Days)
% Due Dates Missed	13.93%	16	1.71%	4
		2		1

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Report
Qwest
 4 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Tickets	164		175	
Average Interval in Hrs/Mns	2	58	2	29
A2 - PBX				
Total Tickets	115		1306	
Average Interval in Hrs/Mns	2	0	2	13
A3 - Centrex				
Total Tickets	122		137	
Average Interval in Hrs/Mns	2	21	2	41
A4 - WATS				
Total Tickets	0		21	
Average Interval in Hrs/Mns	No Activity		1	42
A5 - Mobile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
A6 - Feature Group A				
Total Tickets	0		131	
Average Interval in Hrs/Mns	No Activity		3	11
A7 - Foreign Exchange				
Total Tickets	72		353	
Average Interval in Hrs/Mns	4	12	2	25

Quarterly ONA Maintenance Report
Qwest
 4 QTR 2001

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
B1 - Feature Group B		
Total Tickets	0	18
Average Interval in Hrs/Mns	No Activity	22 33
B2 - Feature Group D		
Total Tickets	0	276
Average Interval in Hrs/Mns	No Activity	2 16
B3 - DID		
Total Tickets	122	1096
Average Interval in Hrs/Mns	1 17	1 36

Quarterly ONA Maintenance Report

Qwest
4 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Tickets	2		198	
Average Interval in Hrs/Mns	0	41	1	56
C2 - Packet Synchronous Access				
Total Tickets	1		134	
Average Interval in Hrs/Mns	0	1	1	16
C3 - Packet Asynchronous Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	

Quarterly ONA Maintenance Report

Qwest

4 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1 - Protective Alarm				
Total Tickets	1		46	
Average Interval in Hrs/Mns	7	28	2	56
D2 - Protective Relay				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
D3 - Control Circuit				
Total Tickets	0		2	
Average Interval in Hrs/Mns	No Activity		3	22

Quarterly ONA Maintenance Report
Qwest
 4 QTR 2001

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
E1 - Telegraph 75 Baud			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
E2 - Telegraph 150 Baud			
Total Tickets	0	7	
Average Interval in Hrs/Mns	No Activity	3	46

Quarterly ONA Maintenance Report

Qwest

4 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1 - Voice, Non-Switched Line				
Total Tickets	0		72	
Average Interval in Hrs/Mns	No Activity		2	21
F2 - Voice, Switched Line				
Total Tickets	353		2108	
Average Interval in Hrs/Mns	2	33	2	42
F3 - Voice, Switched Trunk				
Total Tickets	267		1947	
Average Interval in Hrs/Mns	1	40	2	21
F4 - Voice and Tone, Radio Land Line				
Total Tickets	0		160	
Average Interval in Hrs/Mns	No Activity		3	13
F5 - Data, Low Speed				
Total Tickets	0		128	
Average Interval in Hrs/Mns	No Activity		3	5
F6 - Basic Data and Voice				
Total Tickets	34		4502	
Average Interval in Hrs/Mns	2	3	2	5
F7 - Voice/Data PSN Access Tie Trunk				
Total Tickets	0		155	
Average Interval in Hrs/Mns	No Activity		1	55
F8 - Voice/Data SSN Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F9 - Voice/Data SSN Intermachine Trunk				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F10 - Data Extension, Voice Grade				
Total Tickets	1		45	
Average Interval in Hrs/Mns	0	4	2	21
F11 - Voice Grade Telephoto and Facsimile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F12 - Protective Relay, Voice Grade				
Total Tickets	0		6	
Average Interval in Hrs/Mns	No Activity		1	7

Quarterly ONA Maintenance Report
Qwest
 4 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
G1 - Program Audio, 200-3500 Hz				
Total Tickets	0		7	
Average Interval in Hrs/Mns	No Activity		7	16
G2 - Program Audio, 100-5000 Hz				
Total Tickets	0		13	
Average Interval in Hrs/Mns	No Activity		2	25
G3 - Program Audio, 50-8000 Hz				
Total Tickets	7		32	
Average Interval in Hrs/Mns	4	1	3	47
G4 - Program Audio, 50-15000 Hz				
Total Tickets	0		38	
Average Interval in Hrs/Mns	No Activity		2	32

Quarterly ONA Maintenance Report

Qwest

4 QTR 2001

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
H1 - TV Channel 1 Way 15 kHz Audio			
Total Tickets	0	31	
Average Interval in Hrs/Mns	No Activity	3	4
H2 - TV Channel 1 Way 5 kHz Audio			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	

Quarterly ONA Maintenance Report

Qwest
4 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Tickets	10		68	
Average Interval in Hrs/Mns	0	51	2	12
I2 - Digital Data, 2.4 kbps				
Total Tickets	0		116	
Average Interval in Hrs/Mns	No Activity		1	48
I3 - Digital Data, 4.8 kbps				
Total Tickets	0		6	
Average Interval in Hrs/Mns	No Activity		2	4
I4 - Digital Data, 9.6 kbps				
Total Tickets	0		353	
Average Interval in Hrs/Mns	No Activity		2	7
I5 - Digital Data, 56 kbps				
Total Tickets	11		5548	
Average Interval in Hrs/Mns	1	2	2	23

Quarterly ONA Maintenance Report
Qwest
 4 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1 - Dedicated Hicap Digital, 1.544 mbps				
Total Tickets	6906		16015	
Average Interval in Hrs/Mns	21	38	3	57

Quarterly ONA Maintenance Report
Qwest
 4 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1 - Dedicated Hicap Digital, 3.152 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
K2 - Dedicated Hicap Digital, 6.312 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
K3 - Dedicated Hicap Digital, 44.736 mbps				
Total Tickets	4		371	
Average Interval in Hrs/Mns	2	0	2	54
K4 - Dedicated Hicap Digital, >45 mbps				
Total Tickets	0		18	
Average Interval in Hrs/Mns	No Activity		5	1

Quarterly ONA Maintenance Report
Qwest
4 QTR 2001

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
L1 - Smart PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
L2 - Basic PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
 4 QTR 2001

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Tickets	14898	59989
Average Interval in Hrs/Mns	9:23	11:27
Due Dates Missed	1117	5657
% Due Dates Missed	7.50%	9.43%
A2 - PBX		
Total Tickets	111	2105
Average Interval in Hrs/Mns	12:48	12:50
Due Dates Missed	14	326
% Due Dates Missed	12.61%	15.49%
A3 - Centrex		
Total Tickets	3234	15763
Average Interval in Hrs/Mns	9:57	11:23
Due Dates Missed	334	2061
% Due Dates Missed	10.33%	13.07%
A4 - WATS		
Total Tickets	0	9
Average Interval in Hrs/Mns	No Activity	7:28
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
A5 - Mobile		
Total Tickets	0	5
Average Interval in Hrs/Mns	No Activity	9:49
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
A6 - Feature Group A		
Total Tickets	3	61
Average Interval in Hrs/Mns	16:25	15:06
Due Dates Missed	0	6
% Due Dates Missed	0.00%	9.84%
A7 - Foreign Exchange		
Total Tickets	42	311
Average Interval in Hrs/Mns	13:08	10:24
Due Dates Missed	4	33
% Due Dates Missed	9.52%	10.61%

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
 4 QTR 2001

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
E2 - Telegraph 150 Baud		
Total Tickets	0	100
Average Interval in Hrs/Mns	No Activity	37:52:00
Due Dates Missed	0	58
% Due Dates Missed	0.00%	58.00%
